

JOB DESCRIPTION & PERSON SPECIFICATION

Service Desk Manager

ICT Department · Repton School

Job Title	Service Desk Manager
Job Family	Information Technology
Line Manager	Director of IT
Key Stakeholders / Internal Customers	Director of IT, Infrastructure Manager, Support Technicians, Pupils, Academic Staff, Support Staff, Visitors, and all school group stakeholders.
Hours	40 hours per week, between the hours of 8am and 6pm Monday to Friday and Saturday mornings (term time). 52 weeks. Flexibility required to support evenings/weekends/out of hours on an ad hoc or emergency basis.
Holidays	25 days paid holiday plus Bank Holidays and the Christmas close-down. Where Bank Holidays fall in term time they are classed as working days.
Location	Repton School & associated Repton Group schools
Salary	£37,000 - £40,000 per annum
Benefits	Employer Pension Scheme Sports Centre Membership Employee Assist Programme

Role Overview

Reporting directly to the Director of IT, the Service Desk Manager (SDM) is a new and pivotal role within the restructured ICT Department at Repton School. The SDM will lead the day-to-day operations of the service desk function, acting as the primary point of accountability for all incident management, service request fulfilment, and user-facing communications across the Repton Group of schools.

The SDM will be responsible for ensuring the ITSM ticketing system is managed effectively, with incidents triaged, prioritised, and resolved in line with agreed Service Level Agreements (SLAs). The postholder will serve as an escalation point for both users and technicians, drive continuous service improvement, and manage a team of IT Support Technicians to deliver a consistent, high-quality support service.

Key responsibilities include:

- Overseeing and managing the ICT service desk function and ITSM ticketing system across the Repton Group.
- Line managing IT Support Technicians, fostering a high-performance, customer-focused team culture.
- Serving as the primary escalation point for incidents, service requests, and user expectations.
- Defining, monitoring, and reporting on SLAs to ensure consistent service delivery.
- Managing and maintaining the ICT asset register and device lifecycle processes.
- Driving continuous improvement initiatives in collaboration with the Director of IT and other department managers.
- Supporting and contributing to the overall ethos, values, and strategic direction of Repton School.
- Participating in professional development and remaining current with industry best practices in ITSM and service management.

Service Desk Operations

- Own and manage the day-to-day operation of the ITSM ticketing system, ensuring all incidents and service requests are logged, triaged, categorised, and prioritised correctly.
- Establish and maintain clear workflows and queues within the ITSM tool to ensure efficient ticket routing to the appropriate team members.
- Monitor ticket volumes, SLA adherence, and resolution times; produce regular performance reports for the Director of IT.
- Act as the primary escalation point for complex or sensitive issues raised by users or technicians, ensuring timely and effective resolution.
- Ensure all users receive prompt, professional, and empathetic communication throughout the lifecycle of their support request.
- Manage the triage and prioritisation of incidents, assessing business impact and urgency to protect the continuity of teaching and learning.
- Coordinate out-of-hours and on-call support arrangements to ensure appropriate coverage across the school group.
- Liaise with the Infrastructure Manager to escalate technical issues requiring 3rd-line resolution and ensure seamless handover.
- Support the management of the school's telephony and communication systems as they relate to service desk operations.

Team Leadership & People Management

- Directly line manage the IT Support Technicians (reporting to the SDM), providing clear direction, regular supervision, and pastoral support.
- Set clear objectives and performance standards for all direct reports, conducting regular one-to-ones and formal appraisals.
- Foster a positive, collaborative, and customer-focused team environment, aligned with Repton's values and culture.
- Identify training and development needs within the team and coordinate opportunities to address skill gaps.
- Manage workload allocation across the support team, balancing reactive support demands with planned project and maintenance activities.
- In the absence of the Director of IT, and in liaison with the Infrastructure Manager, assume responsibility for operational decisions relating to the service desk and support function.
- Support the onboarding and induction of new team members, ensuring they are equipped to deliver a high standard of service from day one.
- Oversee the day-to-day management of the Reprographics Technician, who reports into the SDM under the proposed restructure.

Asset & Device Management

- Maintain and manage a comprehensive, accurate ICT asset register covering all hardware and devices across the Repton Group of schools.
- Oversee the device lifecycle process, including procurement support, configuration, deployment, warranty management, and disposal in line with data protection legislation.
- Manage and allocate ICT assets to staff and pupils, maintaining clear records of ownership and location.
- Coordinate the preparation and imaging of devices ahead of deployment, ensuring devices are configured to school standards before issue.
- Ensure the correct disposal of damaged or end-of-life equipment in accordance with current procedures and WEEE regulations.
- Maintain a database of all software licences, ensuring all software deployed to end-user devices is properly licensed and compliant.

Stakeholder Management & Communication

- Act as the primary interface between the ICT department and the school's end-user community (staff, pupils, and visitors), building trust and confidence in the service.
- Proactively communicate service status, planned maintenance, and outage notifications to relevant stakeholders in a clear and timely manner.
- Work closely with the Director of IT and Infrastructure Manager to align service desk priorities with the broader ICT roadmap and school strategy.
- Engage regularly with school leadership and departmental heads to understand evolving support needs and manage service expectations.
- Represent the ICT department professionally in meetings, committees, and cross-functional working groups as required.
- Promote the effective and appropriate use of ICT equipment, platforms, and services to staff and pupils across the school group.
- Provide structured feedback from users to the wider ICT team to inform service improvements and future investments.

Documentation & Process Improvement

- Develop, document, and maintain standard operating procedures (SOPs) for all service desk processes, ensuring clarity and consistency across the team.
- Ensure that the ITSM tool is configured and used correctly by all team members, with accurate records maintained for every interaction.
- Regularly review and update documentation to reflect changes in technology, school policy, and working practices.
- Identify recurring issues and root causes through trend analysis of ticket data, initiating problem management processes to reduce repeat incidents.
- Implement and manage a structured change management process for service desk-related changes, minimising the risk of unplanned outages.
- Drive continuous improvement across the service desk function, benchmarking performance against industry standards and best practice frameworks (e.g. ITIL).
- Provide training and guidance to staff on the use of self-service tools, the ticketing portal, and documented processes.

Data Management & Compliance

- Ensure all data handled by the service desk team is managed, stored, and disposed of in accordance with the Data Protection Act 2018 and UK GDPR.
- Maintain confidentiality and appropriate information security standards when handling sensitive user data, access credentials, and device information.
- Report any suspected data breaches to the Data Protection Officer (DPO) and Director of IT promptly and in line with school policy.
- Ensure the service desk team are aware of and adhere to Repton's safeguarding policies, CIPA, and relevant child protection obligations.
- Support the school's compliance with Cyber Essentials and other relevant cybersecurity standards as directed by the Director of IT.

Safeguarding & School Ethos

- Promote and safeguard the welfare of children and young persons for whom you are responsible and with whom you come into contact; this is a critical part of all roles at Repton.
- Adhere to and actively promote the school's safeguarding, health and safety, and equality and diversity policies.

- Be aware of and comply with relevant government and school policies when delivering ICT services, including those relating to safeguarding, data protection, and content filtering.
- Support and contribute to the overall ethos and values of Repton School.

Person Specification

Qualifications & Training		
	Essential	Desirable
	<ul style="list-style-type: none"> A recognised qualification in IT Service Management, computing, or a related field (e.g. ITIL Foundation or above), or demonstrable equivalent experience. Evidence of ongoing professional development. 	<ul style="list-style-type: none"> ITIL Practitioner or higher certification. A degree or HND in IT, Computer Science, or a related discipline. A college-level certificate in ICT or computing.
Skills & Experience		
	Essential	Desirable
	<ul style="list-style-type: none"> Proven experience in a service desk management or senior IT support role. 	<ul style="list-style-type: none"> Experience working in an educational or public sector environment.
	<ul style="list-style-type: none"> Demonstrable experience managing and developing a team of technical support staff. 	<ul style="list-style-type: none"> Experience working in a school or multi-site organisation.
	<ul style="list-style-type: none"> Hands-on experience with an ITSM ticketing platform 	<ul style="list-style-type: none"> Experience implementing or improving ITSM processes from scratch.
	<ul style="list-style-type: none"> Proven ability to define, monitor, and report on SLAs and KPIs in a service desk context. 	<ul style="list-style-type: none"> Experience using school management information systems (e.g. iSAMS, CPOMS).
	<ul style="list-style-type: none"> Experience managing ICT asset registers and device lifecycle processes. 	<ul style="list-style-type: none"> Procurement and supplier/contract management experience.
	<ul style="list-style-type: none"> Excellent prioritisation, delegation, and workload management skills. 	<ul style="list-style-type: none"> Budget awareness and contribution to departmental budget planning.
	<ul style="list-style-type: none"> Strong problem-solving skills with the ability to analyse trends and address root causes. 	
	<ul style="list-style-type: none"> Working knowledge of Microsoft Windows 10/11, Microsoft 365 (including Teams, SharePoint, and Intune), and Active Directory. 	<ul style="list-style-type: none"> Familiarity with Google Workspace and Chrome device management.
	<ul style="list-style-type: none"> Experience developing and maintaining IT documentation, SOPs, and knowledge base articles. 	
Knowledge		
	Essential	Desirable
	<ul style="list-style-type: none"> Good working knowledge of: <ul style="list-style-type: none"> — ITSM principles and frameworks (ITIL). — Incident, problem, and change management processes. — Microsoft 365 administration and endpoint management. — Data Protection Act 2018 and UK GDPR obligations. — Cybersecurity fundamentals and Cyber Essentials standards. 	<ul style="list-style-type: none"> Knowledge of iSAMS or equivalent school management information systems. Awareness of safeguarding requirements in an educational setting. Familiarity with network fundamentals (DNS, DHCP, VLANs).
Personal Traits		

The successful candidate will be:	
•	An inspiring and empathetic leader, able to motivate and develop a small technical team.
•	Highly organised and efficient, with the ability to manage multiple priorities simultaneously.
•	A confident and professional communicator, able to engage effectively with technical and non-technical stakeholders at all levels.
•	Customer-focused and approachable, with a genuine commitment to outstanding user experience.
•	Calm and decisive under pressure, with a structured approach to problem-solving.
•	Proactive and forward-thinking, with a continuous improvement mindset.
•	Reliable, punctual, and consistent in attendance and delivery.
•	Sensitive to wider team dynamics and the unique culture of an independent school environment.
•	Willing to work flexibly, including out-of-hours when required, to support the needs of the school.
•	Enthusiastic and positive, with the energy to help transform the ICT service.
Additional Requirements	
The successful candidate will have:	
•	A high level of literacy, numeracy, and written communication skills.
•	Excellent interpersonal skills, including the ability to communicate clearly and professionally with children, staff, and external stakeholders.
•	A full, clean UK driving licence and willingness to travel between Repton Group school sites as required.

Other Important Information

Safeguarding

Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact is a critical part of all roles at Repton/Foremarke. Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if they do not teach the child.

Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.

Health

The successful applicant will be required to complete a Health Declaration once a formal offer of employment has been made and accepted.

Children Act and Referees

Successful appointment will be dependent upon statutory criminal conviction checks including an enhanced DBS Check in accordance with the Children Act, as well as favourable reports from two referees. It will be assumed that the School may contact your nominated referees without further reference to you, unless you specify any alternative arrangements.

Child Protection Policy

All applicants must be familiar with our Child Protection Policy which can be found at: <https://www.repton.org.uk/userfiles/reptonmvc/Documents/06-Key-Information/Employment-Opportunities/170916-Child-Protection-and-Staff-Behaviour-Policy.pdf>

